

**TOWN OF VIENNA, VIRGINIA**  
**JOB DESCRIPTION**

**JOB TITLE: PLANNING & ZONING ASSISTANT**  
**PLANNING AND ZONING DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under general supervision, performs a variety of moderate to complex clerical and administrative work in support of the activities of the Planning and Zoning Department. Work involves serving as Board Clerk to the Planning Commission and Windover Heights Board of Review; serving as liaison for the Town of Vienna to the Fairfax County Office for Children; keeping current on rules and regulations for home and commercial daycare operations; maintaining a specialized database; meeting with engineers, architects, and project managers in dealing with their applications, reviewing, and explaining plans and processes; processing bills specific to Planning and Zoning; working closely with the Town Engineer and the Town Clerk on ordinances, subdivisions, conditional use permits, revised site plans, and rezoning; serving as Record Keeper for the Planning Commission and Windover Heights Board of Review; remaining versed and familiar with the Town Code; and providing mandatory attendance and staffing of night meetings. Reports to the Director of Planning & Zoning.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Serves as the Clerk to the Planning Commission and Windover Heights Board of Review.

Performs night meeting duties associated with the Planning Commission and Windover Heights Board of Review.

Reviews, explains, interprets, and promotes compliance with established rules, policies, and procedures.

Accepts all building permit applications; ensures building permit applications are complete.

Processes and reviews all fence permits and home occupancy permits to ensure conformity with zoning regulations.

Provides quality customer service to customers and applicants relating to customer inquiries and the processing of plans and documents related to the review process.

Explains Planning and Zoning regulations.

Locates maps, plats, and old records.

## **PLANNING & ZONING ASSISTANT**

Receives and/or reviews various records and reports such as subdivision plans, site plans, revised site plans, conditional use permits, Windover Heights Board of Review applications, building permits, driveway permits, commercial permits, fence permits, and home occupancy permits.

Prepares and/or processes various records and reports such as minute records for Planning Commission and minute records for Windover Heights Board of Review.

Refers to the Town Code, Fairfax County regulations pertaining to permits, Fairfax County Office for Children regulations, policy and procedure manuals, codes / laws, publications and reference texts, etc.

Operates a variety of equipment such as transcribing machine, computer, copy machine, telephone, computer, etc.

Uses a variety of tools such as engineer and architect scales, etc.; a variety of supplies such as writing instruments, paper cutter, hole punch, filing cabinets, dictionary, general office supplies, etc.; and a variety of computer software such as WordPerfect, Microsoft Word, Microsoft Access, Zoning database, etc.

Interacts and communicates with various groups and individuals such as the Director of Planning and Zoning, Department of Public Works, Town Clerk, Town Manager, Mayor and Town Council, Town employees, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Answers the telephone.

Performs filing.

Enters data for Planning and Zoning permits.

Provides support when others are absent.

Monitors the office.

Performs general office/clerical work as required, including but not limited to typing reports and correspondence, entering computer data, copying and filing documents, preparing mail, answering the telephone, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires an Associate's degree in community or regional planning or related field supplemented by three to six months of local government planning experience, or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.

## PLANNING & ZONING ASSISTANT

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 50 pounds).

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.

**Language Ability:** Requires ability to read a variety of plans and proposals, codes, correspondence, etc. Requires the ability to prepare plans and reports, analytical and statistical reports, correspondence, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including planning, community development, zoning, land use development, etc.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use advanced applications of algebra, geometry, trigonometry and statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

## **PLANNING & ZONING ASSISTANT**

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree, or to tension as a regular, consistent part of the job.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has knowledge of the methods, procedures and policies of the Planning and Zoning Department as they pertain to the performance of duties of the Planning Assistant. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has excellent knowledge of planning, zoning, land use concepts, and annexation problems. Is able to assimilate both technical and theoretical concepts from many diverse disciplines and apply the knowledge in creative and intuitive ways to help solve unique problems. Has knowledge of specific Town/county ordinances as they apply to the duties and responsibilities of the position. Is able to communicate with other Town and county departments, property/business owners, residents and community leaders in order to accomplish goals and complete projects. Has good knowledge of planning and development and land use terminology. Is able to collect, tabulate, and analyze relevant data and apply it to the planning process. Is able to work under stressful conditions related to balancing multiple projects within the constraints of time available, personnel capabilities, and political considerations. Is able to react professionally at all times, dealing with sensitive situations with tact and diplomacy. Is able to make sound, educated decisions. Is able to offer assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Has thorough knowledge of proper English usage, vocabulary, spelling, and basic mathematics. Has thorough knowledge of modern office practices and technology. Has knowledge of and skill in the use of computers for data and word processing. Has knowledge of how to react calmly and quickly in emergency situations. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Is able to personally demonstrate appropriate customer service skills.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

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**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.